

## **Norfolk Records Committee**

**Minutes of the Meeting held at the Norfolk Record Office  
at 10:30am on 06 April 2018 at the Archive Centre, County Hall**

### **Present:**

#### **Norfolk County Council**

Cllr P Duigan (Vice-Chairman)  
Cllr R Hanton

#### **Norwich City Council**

Cllr J Brociek-Coulton  
Cllr C Herries  
Cllr D Raby

#### **Broadland District Council**

Cllr D Buck

#### **South Norfolk District Council**

Dr C J Kemp (Chairman)

#### **Breckland Council**

Cllr R Kybird

#### **Borough Council of King's Lynn & West Norfolk**

Cllr E A Nockolds

#### **Great Yarmouth Borough Council**

Cllr M Coleman

#### **North Norfolk District Council**

Cllr A Claussen-Reynolds

### **Non-Voting Members**

#### **Co-Opted Members**

Mr M R Begley

#### **Representative of the Norwich Record Society**

Dr G A Metters

#### **Observer**

Dr V Morgan

#### **Representative of the Bishop of Norwich**

Revd C Read

### **Others Present**

Mr G Tuson, the County Archivist

## **1. Introduction**

- 1.1 The County Archivist circulated a letter from the National Archives confirming that Norfolk Record Office would continue as an Accredited Archive Service; see appendix A.
- 1.2 The Chairman pointed out that members of the public were entitled to attend meetings and record proceedings; he reminded non-councillors that they could refuse to be recorded if they wished.

## **2. Apologies**

- 2.1 Apologies were received from Mr R Jewson, Professor C Rawcliffe and Mr A Steynor. Also absent was Cllr D Rowntree.

## **3. Minutes of the meeting held on 12 January 2018**

- 3.1 The minutes of the meeting held on the 12 January 2018 were agreed as an accurate record subject to the following amendments:
  - 7.2.3; to be amended to read "...grateful to Norfolk Record Office" not Norwich
  - 7.2.5; the first bullet point was queried, and felt that the sentence was not clear.

The Archivist confirmed it should read “subject indexing” and explained the sentence: Work was being done to develop frameworks around subject indexing, which was limited at the time of reporting. It was known that using subject indexing was a popular way for people to search for records in other collections/archives

- Cllr Herries queried the inconsistency in the way names were recorded, whereby Cllrs were shown as Mr, Ms or Mrs, rather than Cllr, in the minutes. The Clerk clarified that it was Council procedure to minute Councillors as Mr, Mrs or Ms in Council Committees. Dr Morgan felt that, as the Records Committee had some elected and some non-elected Members, the term Cllr should be used in future where appropriate. The clerk **agreed** to make this change
- Cllr Coleman noted that her title was Mrs, and not Ms; the clerk **agreed** to amend the minutes to reflect this

#### **4. Items of Urgent Business**

- 4.1 The Chairman raised the circulated communication from National Archives and congratulated the Archivist on this achievement.

#### **5. Declarations of Interest**

- 5.1 There were no declarations of interest.

#### **6. Finance and Risk**

- 6.1.1 The Committee considered the report detailing the forecast financial out-turn for the Norfolk Record Office (NRO) for 2017/18, including the NRO revenue budget for 2017/18, reserves and provisions, and an update on the service risk register.

- 6.1.2 There had been an overestimate of income generation and staff costs each year which would not be shown moving forward.

##### **6.2.1 Risk management**

- Additional licensing work would be carried out to generate more income
- The upcoming census would be an opportunity to generate more income
- Providing digitised images to family websites constituted 3% of the online collection
- Volunteers had uploaded approximately 20,000 marriage licence bonds to the online collection to date
- A digital preservation workflow would be in place to meet the requirements of risk RM14165
- Based on the emergency plan, staff scenario exercises were carried out regularly
- Some metadata could not be recreated if lost and had an estimated value greater than the Norfolk Record Office building
- A meeting due to be held at Cambridge University Library would look at creating a solid methodology for metadata valuation

- 6.2.2 Adding aspects of the data protection regulations to the risk register was queried and discussed. The County Archivist confirmed that GDPR (General Data Protection regulation) was an issue when dealing with contacts databases and contact registrations and staff were looking at this.

- 6.2.3 The Vice-Chairman queried, as a member of Dereham Antiquarians, whether there was guidance for historical associations on GDPR or whether receiving general advice was

acceptable. The Chairman confirmed that all Members needed to consent to being contacted by email; he had a form which could be amended for use and **agreed** to speak to the Vice-Chairman after the meeting. The County Archivist was looking into Norfolk's archive ecology to see how the NRO could support these groups.

- 6.2.4 The County Archivist clarified that activities carried out by staff for income generation supported preservation of the Record Office collection and helped the wider heritage 'scene'; a careful balance was needed to ensure the right level of staff involvement.
- 6.2.5 It was noted that the NRO catalogue was run on Norfolk County Council servers and therefore backup of data also managed by Norfolk County Council. The County Archivist reported that Norfolk County Council's IMT (Information Management Team) had data protection standards in place which they followed when managing NRO data. There was concern that there may not be a backup of data. The County Archivist **agreed** to write to IMT and ask for information on the backup procedures in place. The Chairman queried whether there was a Service Level Agreement in place; the County Archivist clarified there was not, and the services came under generalised IMT use.
- 6.3 The Committee **APPROVED** and **ENDORSED**
- Forecast position of the revenue budget, reserves and provisions for 2017/18
  - Management of risk for 2017/18

## **7. Performance 1 October 2017 – 28 February 2018**

- 7.1 The Committee received the report giving information on the activities of the Norfolk Record Office (NRO) and performance against its service plan during the period 1 October 2017 to 28 February 2018.
- 7.2.1 Develop Skills and Realise Educational Benefits of Using Archives
- There was high demand for palaeography training
  - Activities had been carried out to meet the Council's wellbeing agenda such as working with the Royal Norwich Institute for the Blind.
- 7.2.2 Taking activities into schools was noted as a positive approach as not all schools found it easy to attend the Record Office. The County Archivist reported that Norfolk Archives and Heritage Development Foundation (NORAH) had also provided funding for buses to allow children to visit. It was queried what types of schools were involved in activities and the County Archivist confirmed most were from the early years of senior school or junior years of primary school and that they were usually County run.
- 7.2.3 Another interest group suggested for consideration was refugee groups, noting that Norwich was a city of refuge. The County Archivist had taken part in refugee week activities and attended a talk where the importance of archives in helping refugees with compiling their documentation was discussed.
- 7.2.4 Cllr Nockolds discussed the close working between the Stories of Lynn Engagement Officer and the King's Lynn Archive for the Stories of Lynn exhibition; the teacher influence could be seen in the exhibit as a result.
- 7.3.1 Public Access Service
- A decrease in telephone enquiries showed there had been success in driving customer traffic online
  - Use of the collection had increased over time
  - In August 2016, over 50% of users were using original documents

- The service landscape project had been using the class cube for teaching
- The “glass cube” had been used as break out space and/or for displaying documents in conjunction with Green Room. It has also been used as teaching space under searchroom rules
- Electronic shelving had been installed in the search room
- The NRO website was being developed by Norfolk County Council

7.3.2 The County Archivist confirmed it was possible that the Archaeological Society Library might be housed in the new storage for a fee. The Society was due to meet the following week when they would decide whether they wished to use the storage.

#### 7.4.1 Managing and developing the NRO collection

- It was important to increase digital skills within the archive sector
- A national project manager had been appointed for “Bridging the Digital Gap”
- Workplace-skill based activities would be included in the PhD CHASE project
- A project manager, sound engineers and a cataloguer would be recruited for the Unlocking Our Sound Heritage Project

#### 7.5.1 Norfolk Archives and Heritage Development Foundation (NORAH)

- A leaflet about NORAH was circulated; see appendix B
- The County Archivist followed up on previously discussed concerns about a potential public perception that a payment would need to be made to NORAH to make a deposit; the new NORAH supporters’ scheme was intended to mitigate this
- Evaluation of Change Minds had found that there was concerns from participants about what happens when the project ends, therefore, keeping in touch sessions, funded by NORAH, would be put in place

7.5.2 The County Archivist confirmed that the archive box cost around £7; Cllr Brociek-Coulton was wary of the impact of this cost which would reduce the value of the supporters’ fee received. The Chairman discussed that supporters would receive a voucher to exchange for a box, which would encourage people to come into the Record Office.

7.5.3 It was suggested, using the Morningthorpe sale and successful crowdfunding to save Samson as examples, that it might be useful to have a crowdfunding procedure in place. The County Archivist reported that at the last meeting, NORAH agreed they would be happy to be a professional body through which to source funds; having supporters would provide contacts to seek funding. The process for signing up to the supporters’ scheme had anticipated the GDPR requirements.

7.5.4 The County Archivist clarified that NORAH were working on actions in their strategy, at this time focussing on developing the supporter scheme; in future they would look at campaigns, possibly including adopt a document.

7.5.5 It was queried which women in the Salem witch trials were referred to in the report; the County Archivist clarified that this was detailed on the Norfolk Record Office blog.

7.6 The Committee considered performance against the 2017/18 service plan and **NOTED** the report.

## 8. **Service Plan 2018-19**

8.1 The Committee considered the report providing information on the Norfolk Record Office (NRO) Service Plan for April 2017 to March 2018.

### 8.2.1 Long term goals

- Supporting Norfolk's archive ecology:
  - Community groups were an important part of the County's archive activity
  - The NRO planned to support such groups to work effectively and consistently using archive standards where appropriate

### 8.2.2 Appendix B – long term objective and actions

- The action "complete follow on action from Change Minds conference" was now clearer following the conference and was looking at extending the project beyond Norfolk; best practice guidance had been created following a Change Minds conference held at the NRO
  - There was a lot of interest in the project and a call for expressions of interest was going to be put out for other Counties to collaborate in running a similar project
  - This project would also consider other ways of using the methodology such as reducing the stigma around mental health amongst young people
  - A further project would also be run in Norfolk in 2018

8.2.3 The County Archivist **agreed** to provide an organisational chart of staff at the NRO.

8.2.4 In reference to paragraph b4, as a Member of the Friends of Norfolk Dialect Committee, Cllr Raby felt that the Norfolk Dialect Committee could support by using the sound archive or contributing to the project.

### 8.3 The Committee

- **ADOPTED** the Service Plan (Appendix A of the report) and strategic objectives and actions (Appendix B of the report) for the coming year, 2018-19
- **COMMENDED** the County Archivist and his staff for producing a dynamic and forward looking plan

### Future Meetings:

Date	Time	Venue
29 June 2018	10:30	Green Room, Archive Centre, County Hall
02 November 2018	10:30	Green Room, Archive Centre, County Hall
11 January 2019	10:30	Green Room, Archive Centre, County Hall

The meeting ended at: 12:04

**Christopher Kemp,  
Chairman of the Committee**

 <p><b>IN TRAN</b> communication for all</p>	<p>If you need this document in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and we will do our best to help.</p>
---	---



Gary Tuson  
County Archivist  
Norfolk Record Office  
The Archive Centre  
Martineau Lane  
Norwich  
NR1 2DQ

20 March 2018

Dear Mr Tuson,

### **Archive Service Accreditation Review Stage Outcome**

We are pleased to confirm following the meeting on 15 March 2018 that the Accreditation Panel agreed that **Norfolk Record Office** continues to meet the requirements of Archive Service Accreditation and will **retain its status as an Accredited Archive Service**.

The Accreditation Panel “...congratulated the archive service on its extremely positive direction in recent years, including its innovation in a number of areas which had been well shared with the archive sector for significant public benefit. They noted that this ongoing change has meant that some elements remain at *Partially Met*, but that this should not obscure the scale of service improvement.”

Congratulations on retaining the award, and on your ongoing progress against actions set during the original assessment.

### **Understanding the Outcome**

To help you understand how the decision was made you will find attached the report, which breaks down the assessment against each requirement of the Archive Service Accreditation Standard and which notes how the archive service has made progress against required and improvement actions which were identified during the original assessment for Archive Service Accreditation.

### **Retaining Archive Service Accreditation**

Accredited Archive Service status is granted for a period of up to six years from the date of the initial award. This means that your archive service will need to make a full application for Archive Service Accreditation in three years in order to retain accredited status. You will also be asked at that point to report on the actions outstanding from the original assessment and any actions added during this review



# Norah

Norfolk Archives & Heritage  
Development Foundation

## Saving The Past Enriching Our Future

NORAH supports projects which allow everyone to learn from Norfolk's past through its archives as shown by the free exhibition at The Archive Centre in Norwich of documents purchased at the Morningthorpe Manor House Sale in 2016.



W [norah-df.org.uk](http://norah-df.org.uk)  
E [enquiries@norah-df.org.uk](mailto:enquiries@norah-df.org.uk)

NORAH  
The Archive Centre  
Martineau Lane  
Norwich  
Norfolk  
NR1 2DQ



Charity No. 1167279

If you would like to be kept informed of NORAH's activities and fundraising campaigns and/or make a donation, please complete this form. Please give it to a NORAH representative or send it to us by post. Cheques should be made payable to Norfolk Archives and Heritage Development Foundation. Please do not send cash in the post. Where possible, we prefer to send mailings electronically. Alternatively, you can join our mailing list or make a donation via our website at [www.norah-df.org.uk](http://www.norah-df.org.uk). Details of how we look after personal data are available at [www.norah-df.org.uk/security-statement/](http://www.norah-df.org.uk/security-statement/).

☐ Please add me to NORAH's mailing list

☐ I am making a donation of £

☐ Yes, I am a UK taxpayer and consent to the Norfolk Archives and Heritage Development Foundation claiming Gift Aid on my donation(s). I understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference.

Title																
First name																
Last name																
Address																
Postcode																
Email																

Please notify NORAH if you want to cancel this declaration, change your name or home address, or no longer pay sufficient tax on your income and/or capital gains.

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your SelfAssessment tax return or ask HM Revenue and Customs to adjust your tax code.



## How can we learn from the past if no-one remembers?

Names, people, events and places live on in archives. By saving and exploring these stores of knowledge we can travel through time, connecting families and communities across the centuries.

Norfolk is blessed with a huge, ever expanding treasure trove of these unique echoes from the past. But ensuring their survival and opening them up for discovery is a massive task.

NORAH was established in 2016 to help. It aims to make archives across the county, and the information they contain, freely and widely accessible. It wants Norfolk's past to be unforgettable.



NORAH supports projects which secure archives for public benefit, supports the tasks required to make them discoverable and used.



## What is NORAH?

The Norfolk Archives and Heritage Development Foundation is an independent charity registered with the Charity Commission for England and Wales.

NORAH is governed by a board of trustees who share a belief in the transforming power of knowing the past.

## How to Support NORAH and Norfolk's Archives

If you would like to know more about NORAH and its fundraising please use the attached tear off slip on the back of this leaflet.

If you would like to help NORAH make the past unforgettable by making a donation, again please use the attached form.

Alternatively, you can join NORAH's mailing list or make a donation online at [www.norah-df.org.uk](http://www.norah-df.org.uk).



## Learning about Norfolk's past

NORAH maintains a register of talks and speakers which can be used by anyone wanting to book an interesting and engaging speaker for their organisation. The register can be searched online at [www.norah-df.org.uk/talks-and-speakers-register/](http://www.norah-df.org.uk/talks-and-speakers-register/)